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OCT 15 2004

PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF : Cardwell et al  
FOR : METHOD AND SOFTWARE FOR IDENTIFYING  
AND CREATING CONNECTIONS AND  
ACCOUNTABILITY IN A BUSINESS  
ORGANIZATION  
SERIAL NO. : 09/818,011  
FILED : March 27, 2001  
LAST OFFICE ACTION : July 23, 2004  
EXAMINER : Thuy Pardo  
GROUP ART UNIT : 2175  
ATTORNEY DOCKET NO. : 30086.30080

Akron, Ohio 44308-1471  
October 14, 2004\*\*\*\*\*  
CERTIFICATE OF MAILING

I hereby certify that this ~~AMENDMENT C~~ is being sent via facsimile transmittal to:  
703.308.9051, on the following date.

October 15, 2004By: 

Hannah C. Ross

\*\*\*\*\*  
AMENDMENT CCommissioner for Patents  
703.872.9306 Facsimile

Dear Sir: